

Elaine Meyer

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Education

University of Michigan School of Information

Ann Arbor, Michigan

Master of Science in Information

April 2009

- **Specializations** - Library and Information Science (LIS) and Human Computer Interaction (HCI)
- **Coursework** - Library Reference, Digital Libraries, Contextual Inquiry, Knowledge Management, Networked Computing, Computer Supported Cooperative Work (CSCW), Interaction and Interface Design (<http://si682.uxlibrarian.com>), Statistics, eCommunities, Cognitive Psychology, Principles of Management, Information in Social Systems, Cataloging, Information Law, Information Seeking Behavior, Web Archiving, and Open Educational Resources
- **Research papers (unpublished)** - "Information Seeking Behavior of Engineers" (Information Seeking Behavior) and "Microsoft Groove" (Computer Supported Cooperative Work)

Washtenaw Community College

Ann Arbor, Michigan

Technical Communications program (3 core technical writing classes)

July 2012

- "Good Help is Hard to Find" paper, Framemaker documentation project, RoboHelp documentation project. Used Basecamp for project management

Web Technology Certificate, Internet Professional Program

July 2007

- **Designing User Experience** - deliverables include website competitive analysis, user testing, confirmatory card sort, interface redesign with wireframes, website usability test, expert review, web style guide, task analysis and storyboards, accessibility inspection
- **Web Graphic Design** - deliverables include layout and design, navigation design, image and content handling, slicing, existing website redesign, homepage/subpage design
- **Web Coding** - created complex web pages in HTML, CSS and XML

Associate of Arts in Business

May 2004

Michigan Technological University

Houghton, Michigan

Bachelor of Science in Electrical Engineering

May 2001

Professional experience

MCLS

Lansing, Michigan

User Experience Librarian

December 2012 - present

- **MCLS website redesign** - As project manager, lead information architect, UX researcher, and content wrangler successfully led the MCLS webteam, managed our consultants (we used Basecamp), and planned/implemented the project from start to finish. (www.mcls.org)
- **MCLS classes designed and taught** - "Writing for the Web" and "Website Redesign"
- **MCLS newsletter** - responsible for co-editing, implementation, pushing the send button, maintaining the recipient list, and gathering/analyzing statistics
- **Surveys** - write, implement, and analyze surveys to answer business questions
- **MeL.org/MeLCat** - user experience consultant for the Library of Michigan MeL.org project redesign

ProQuest

Ann Arbor, Michigan

User Experience Specialist

February 2010 - November 2012

- **Information architecture** - created interface designs in Axure or Visio for new features for the ProQuest platform and Help system. Stories were managed through JIRA.
- **Help system implementation/localization** - responsible for implementing and localizing the help system for the ProQuest platform
- **Technical writing/taxonomy** - authored, edited and organized content for the help system in agile environment

- **Functional specifications** - wrote functional requirements documents to communicate with other user experience teammates, developers and quality assurance

Gale Cengage Learning

Product Manager, Health

Farmington Hills, Michigan

May 2009 – November 2009

- **Focus groups** - performed market research via focus groups and online surveys
- **Heuristic review** - conducted heuristic review for online health product redesign
- **Customer service/blog** - answered product related questions, and authored product blog
- **Training** - developed content for and hosted webinars for customers

Ex Libris

Software Application and Data Intern (Internship)

(Remote from Michigan) Boston, Massachusetts

December 2007 – December 2008

- **Software installation** - configured MetaLib on Ex Libris servers (for hosted customers)
- **Website customization** - customized MetaLib interfaces to match library websites
- **Loading customer resources** - loaded and tested hosted customer's electronic resources

Ford Motor Company Knowledge Center

Information Specialist Intern (Internship)

Dearborn, Michigan

May 2008 – August 2008

- **Reference** - answered business strategy reference questions for upper Ford management
- **Website analysis** - created Expert Review and Competitive Analysis of Knowledge Center website
- **Switched CMS systems** - moved and organized documents from Documentum to Sharepoint
- **Cataloging** - both copy and original cataloging using the Dewey Decimal System
- **Content management** - added and organized content for the Knowledge Center website

Scholarly Publishing Office

Electronic Publishing Assistant (Internship)

Ann Arbor, Michigan

September 2007 – December 2007

- **Content publishing** - published articles online using xhtml, xml and Pagemaker Pro

SPX GSE Scale Systems

Knowledgebase Administrator/Application Engineer

Allen Park, Michigan

March 2004 – August 2007

- **Knowledgebase administrator:**
 - **FAQ implementation** - responsible for setup, implementation, and employee training of knowledgebase
 - **Technical writing** - authored, reviewed, and approved technical documents in HTML to publish on GSE knowledgebase
- **Application Engineer:**
 - **Trainer** - trained employees/customers on the online FAQ and Rinstrom 250 product line.
 - **Customer service** - provided technical phone support for GSE Scale distributors
 - **Product development** - tested equipment and gave recommendations
 - **Custom programming** - produced custom programs for GSE distributors

Tetra Tech Industrial Services, *Electrical Engineer*, October 2002 - January 2004, Ann Arbor, Michigan

Process Results, *Electrical Engineer*, May 2001 - October 2002, Saline, Michigan

Computer skills

- **UX software** - Visio, Adobe Photoshop, Axure, Camtasia, Agile methodology
- **Content management systems (CMS)** - Concrete5, Microsoft Sharepoint, Right Now Technologies, HelpStudio, Wordpress
- **Newsletter development** - Mailchimp
- **Programming** - XHTML, XML, CSS, C++, Matlab
- **Statistics** - R and Google Analytics

Presentations

- **Michigan Archival Association (MAA)** - *Usability best practices for archives*, accepted and scheduled for June 2015
- **Computers in Libraries** - *Website Redesign for Libraries*, accepted and scheduled for April 2015, Washington DC

- **QuasiCon** – *Website Redesign for Libraries*, accepted and scheduled for February 2015, Ann Arbor, Michigan
- **ILF Conference (Indiana Library Federation)** – *Website Design for Libraries*, November, 2014, Indianapolis, Indiana
- **MLA Academic Conference (Michigan Library Association)** – *User Experience Vision*, May 2014, East Lansing, Michigan
- **QuasiCon 2014 Conference** – *User Experience Vision for Academic Libraries*, May 2014, East Lansing, Michigan
- **SI 551 (UMSI Professor Soo Young Rieh's class)** – *MeL Redesign*, October 2013, Ann Arbor, Michigan
- **MERIT** – *Not Just a Facelift: The Michigan eLibrary Gets a Complete Redesign with Powerful New Functionality*, May 2013, Ann Arbor, Michigan (Joint talk with the Library of Michigan)
- **SI 551 (UMSI Professor Soo Young Rieh's class)** – *Good Help is Hard to Find: Choosing a Help Authoring Tool*, October 2012, Ann Arbor, Michigan
- **LAMP (LIS Access Midwest Program)** – *Career Overview*, June 2012, Ann Arbor, Michigan
- **Michigan UPA** – *Good Help is Hard to Find: Considerations for Choosing and Implementing Effective Help Systems*, April 2012, Ann Arbor, Michigan
- **QuasiCon 2012** – *Good Help is Hard to Find: Choosing a Help Authoring Tool*, January 2012, Ann Arbor, Michigan

Professional volunteer experience

Weave, Journal of Library User Experience, Peer-reviewer, March 2014-present

University of Michigan School of Information Alumni Board

Regional Director - Michigan

September 2013 - present

Population Action International

Alternative Spring Break Volunteer, Incentive-Centered Design

Washington D.C.

Spring Break 2009

- **Knowledge management recommendations** - provided general knowledge management recommendations for software implementation
- **Sharepoint worksite design** - provided recommendations for how Microsoft SharePoint worksites can be designed to support/promote efficient, effective and ongoing progress reporting by staff

Columbia University Libraries (Science & Engineering Libraries)

Alternative Spring Break Volunteer, Management & Planning Activities

New York, New York

Spring Break 2008

- **Job shadowing** - experienced a typical week in the life of academic engineering and chemistry librarians
- **Website recommendations** - conducted usability studies for the chemistry and engineering library websites

Preservation Wayne, *Volunteer Librarian*, June 2008 – Sept 2008, Detroit, Michigan

Other volunteer experience

- **Sycamore Neighborhood Association**, *Treasurer*, Lansing, MI, December 2013 – present, *Block Captain*, April 2013 – December 2013
- **Michigan Theater**, *Usher*, Ann Arbor, MI, 2008-2012
- **Food Gatherers**, Farm volunteer/planning committee, Ann Arbor, MI, April 2012 – October 2012
- **Michigan Humane Society**, *Web Volunteer/Donation Canister Pick-up*, 2005 – 2008, Westland, Michigan

Professional groups

- Usability Professionals Association (UPA) state member May 2011 – present
- American Library Association (ALA) 2012 – present
- Michigan Library Association (MLA) 2013 – present
- Midwest Knowledge Management Group 2008 – 2012